

# Fraserway Terms & Conditions 2019

European Sales & Reservations Office, [res@fraserway.co.uk](mailto:res@fraserway.co.uk), +44 (0) 1483 500003

## Rental Charges

- Seven night minimum rental period.
- Standard transfers included from selected hotels - see pick up information for full list.
- Transfers are **not** included for Four Seasons Rentals.
- Basic public liability coverage which includes premiums for collision insurance and comprehensive insurance with a deductible of CA\$7500.

## Rental Locations

### Standard Fraserway Fleet

Vancouver	747 Cliveden Place, Delta, British Columbia V3M 6C7
Calgary	536 Kingsview Way SE, Airdrie, Alberta T4A 0B3
Whitehorse	9039 Quartz Road, Whitehorse, Yukon Y1A 4Z5
Halifax	726 Rocky Lake Drive, Bedford, Nova Scotia B4A 2T7
Toronto	5362 County Road 27N, RR#1, Cookstown, Ontario L0L 1L0
Edmonton	7714 Sparrow Drive Leduc, Alberta T9E 8A5

### Economy (Four Seasons) Fleet

Calgary	536 Kingsview Way SE, Airdrie, Alberta T4A 0B3
Abbotsford	30580 South Fraser Way, Abbotsford, British Columbia V2T6L4
Halifax	726 Rocky Lake Drive, Bedford, Nova Scotia B4A 2T7
Toronto	5362 County Road 27N, RR#1, Cookstown, Ontario L0L 1L0
Edmonton	7714 Sparrow Drive Leduc, Alberta T9E 8A5

### One-way Rentals (charges apply)

Not available for Four Seasons rentals

- Vancouver to Calgary and Calgary to Vancouver
- Vancouver to Edmonton and Edmonton to Vancouver
- Toronto to Halifax and Halifax to Toronto

# Motorhome Vehicle Options

## Standard Fleet

Model		Length (approximate)	In Service Date *	Not Available in
Van Conversion	VC	22 ft	2018-2019	Whitehorse
TC/TCS/TCB	TC/TCS/TCB	23 – 25 ft	2018-2019	
C-Small	MH19	20 – 21 ft	2018-2019	
C-Medium	MH22	22 – 24 ft	2018-2019	
C-Large	MH24-S	23 – 26 ft (slide out)	2018-2019	Whitehorse
C-XLarge	MH29/31-S	30 – 33 ft (slide out)	2018-2019	Whitehorse
A-30	A30	30 – 32 ft (slide out)	2018-2019	Whitehorse
Adventurer 4	Adv4	29 – 30 ft (slide out)	2018-2019	Whitehorse
C27 Wheelchair Accessible	MH27-SW	28 ft	2015-2018	Toronto, Halifax, Edmonton, Whitehorse
A30 Wheelchair Accessible	A30-SW	31 ft	2018-2019	Toronto, Halifax, Edmonton, Whitehorse

\* In Service Date for 2019 rental fleet

## Economy Fleet (Four Seasons)

Model		Length (approximate)	In Service Date *	Not Available in
EC-Small	MH19	19 – 21 ft	2015-2017	Whitehorse
EC-Medium	MH22	22 – 24 ft	2015-2017	Whitehorse
EC-Large	MH24-S	23 – 26 ft (slide out)	2015-2017	Whitehorse
EC-XLarge	MH29/31-S	30 – 33 ft (slide out)	2015-2017	Whitehorse

The in service date of a vehicle is the date on which the very first customer drove the vehicle off the Fraserway parking lot. Example: A vehicle with in service date 2018 was first rented out to a customer after 01 January 2018.

## Motorhome Specifications

Motorhome photos, drawings and floor plans provided are examples only. Sleeping capacities do not mean like number of adults or full-size teenagers can be accommodated comfortably. The features, bed sizes and amenities listed are representative and may be changed, added to or deleted without notice. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

### Motorhome Lengths

Motorhome lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed.

Note: All rentals are subject to the terms and conditions of the rental contract signed at the Fraserway RV depot at the time of vehicle pick up.

### Availability

Every effort is made to ensure that the vehicle reserved will be available. However, if due to unavoidable circumstances the reserved vehicle is not available, Fraserway RV Rentals reserves the right to substitute that vehicle with a vehicle of equal or greater value. Subsequent expenses (additional ferry costs, gasoline, etc.) are the sole responsibility of the renter.

NOTE: In a case where the reserved vehicle type is not available, Fraserway reserves the right to select a suitable alternative.

## Optional Extras

- Not included as standard, additional rate applies.
- Please check your booking confirmation for optional extras booked
- Items must be booked in advance and are subject to availability

<b>GOLD ALL INCLUSIVE PACKAGE (MIN 7 NIGHTS)</b> • Unlimited Kilometres • Preparation fee • CDR Insurance • Convenience kits
<b>SILVER ALL INCLUSIVE PACKAGE (MIN 7 NIGHTS)</b> • Preparation fee • Convenience kits • CDR Insurance
<b>Preparation fee (Mandatory one time fee)</b> <ul style="list-style-type: none"> <li>• Initial propane fill</li> <li>• toilet chemicals</li> <li>• 2 rolls of toilet paper</li> <li>• Fresh water &amp; sewer hoses</li> <li>• Rubber gloves</li> <li>• Basic tool set</li> <li>• Spare 15 amp fuses</li> </ul>
<b>500 Kilometre pack</b>
<b>1000 Kilometre pack</b>
<b>Unlimited Kilometre pack</b>
<b>CDR (Collision Deductible Reduction - see Insurance for details)</b>
<b>CDW (Collision Deductible Waiver - see Insurance for details) - Only available with CDR</b>
<b>Convenience kit - kit items and quantities may vary. Items may be substituted without notice</b> <ul style="list-style-type: none"> <li>• Pots, pans, kettle, coffee filter, thermos and teapot</li> <li>• Dinner set, cutlery set and steak knives and one extra dinner set (guest)</li> <li>• Coffee cups/glasses and assorted kitchen utensils</li> <li>• Clothes hangers/clothes pegs and matches/ashtray (on request)</li> <li>• Can opener/corkscrew and mixing bowls</li> <li>• Cutting board, strainer and toaster (on request). (Toaster not available with Four Seasons)</li> <li>• Bucket/broom and dust pan</li> <li>• Towels and body soap</li> <li>• Bed sheet, pillow and pillow case</li> <li>• Duvet and cover</li> <li>• Basic tool set and flashlight</li> <li>• Axe, Food savers and Lawn chair (lawn chairs not included with Four Seasons rentals)</li> <li>• Instruction manual</li> <li>• Campground directories and maps</li> <li>• Salt &amp; Pepper (not included with Four Seasons rentals)</li> </ul>

<b>Bikes</b>	See information below
<b>Bike Rack</b>	See information below
<b>Child seat / Baby seat / Booster seat</b>	See information below
<b>Electric Heater</b>	
<b>GPS Navigation</b>	(on special request only with Four Seasons rentals)
<b>Lawn Chair</b>	Four Seasons rentals only (included with Fraserway rentals)
<b>Levelling Blocks x 2</b>	Standard in TC, TC-B, TC-S, CXL and A30
<b>Toaster (Four Seasons rentals only)</b>	Four Seasons rentals only (included with Fraserway rentals)
<b>WiFi Hotspot</b>	see information below

Items must be booked in advance and are subject to availability

**Taxes** - taxes are due on all prepaid and local paid items

<b>Vancouver - 12%</b>	<b>Whitehorse - 5%</b>	<b>Edmonton - 5%</b>
<b>Abbotsford - 12%</b>	<b>Toronto - 13%</b>	<b>Halifax - 15%</b>
<b>Calgary - 5%</b>		

*Taxes correct as of May 2018 - Determined by departing city and subject to change without notice*

## Safety Nets

Safety nets have been added to the over-cab beds in our C-Medium and C-Large Motorhomes.

## Bikes

- Bicycles provided by Fraserway RV are regular road bikes only and not suitable for heavy duty off-road use.
- Bikes and bike racks must be booked in advance and are subject to availability.
- No child bike-seats or children bikes available. Child seats cannot be installed on our bikes.
- Bike racks are not available with Four Seasons rentals in Edmonton.
- Fraserway offers one standard type of bike rack to fit the bikes that are available for rent. Should customers opt to bring their personal bikes instead, please note that Fraserway cannot be held responsible in cases where customer-owned bikes do not fit the rack provided by Fraserway.

## Bike Racks

Fraserway offers one standard type of bike rack to fit the bikes that are available for rent. Should customers opt to bring their personal bikes instead, please note that Fraserway cannot be held responsible in cases where customer-owned bikes do not fit the rack provided by Fraserway.

## Child Seat Guidelines

Please note that this document serves as a guideline only. There can be variations as the vehicle categories consist of numerous different vehicle models. No specific vehicle model can be confirmed in advance or guaranteed at any time.

	Infant Seat	Child Seat		Booster Seat
Age	0-1	1-4	4-9	4-9
Weight	Up to 9 Kg	9-30 Kg	18-30 Kg	Over 18 Kg
Direction Facing	Rear	Front if over 18 Kg	Front facing	Front facing

Children aged 4-9 years can be seated in either a child seat or a booster seat. If over 30 Kg must be a booster seat.

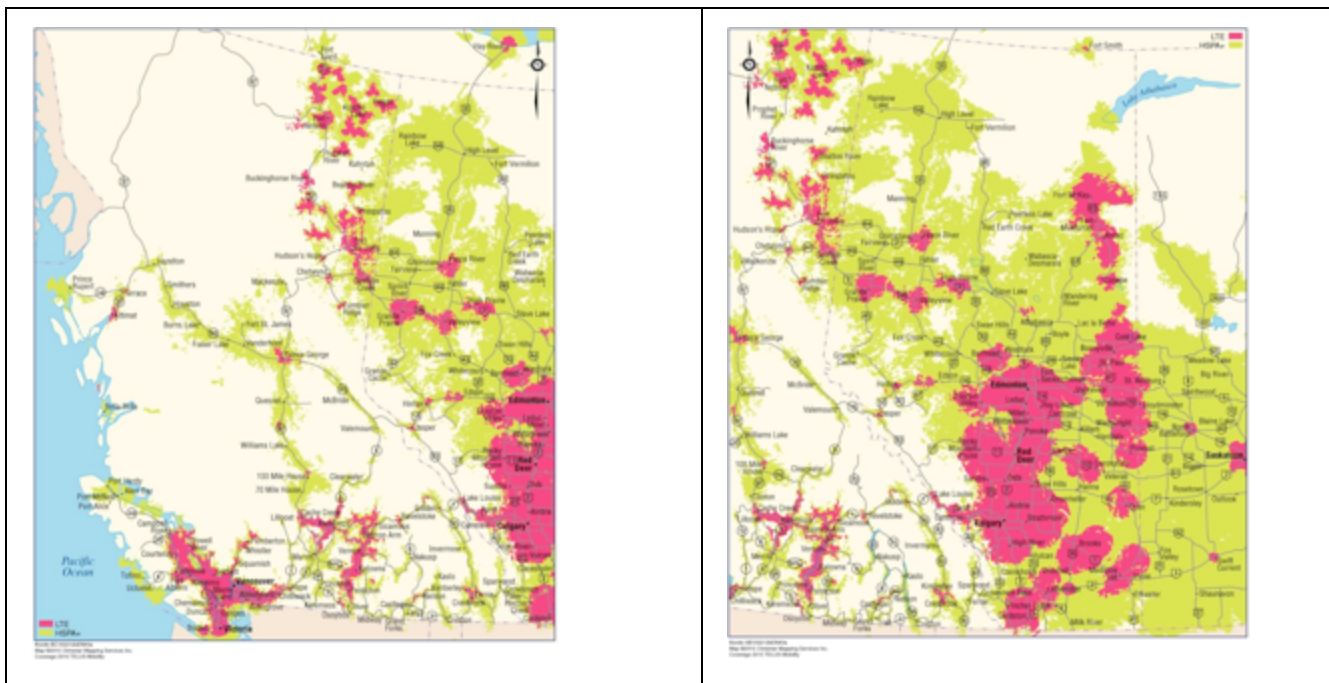
Children within weight range 9 kg to 18 kg should be kept rear-facing as long as possible. (Source: BCAA road-safety/child-passenger-safety)

## WiFi Hotspot

- Available at our Vancouver, Edmonton, Toronto, Halifax and Calgary locations
- Includes 50 MB of data per rental night \*
- Mountable in all vehicle models (subject to hardware availability)
- No limit to number of connected devices and no software installation is required

\*charges for additional data: 1GB = \$20 / 2GB = \$30 / 5GB = \$60 - Payable online by credit card (will not be charged automatically or without client's authorization) Prices subject to change. Not available for one-way rentals to Whitehorse

■ HSPA+ Network (3G) ■ LTE Network (4G)



# Insurance & CDR

## 1. LIABILITY COVERAGE

Fraserway maintains liability coverage on all its rental vehicles to a maximum of CA\$5,000,000 for any bodily injury and property damage liability claims arising from the operation or use of its rental vehicles, provided all safety instructions as recommended by Fraserway have been followed.

Premiums for this basic public liability coverage are included in all rental rates, which also include premiums for collision insurance and comprehensive insurance with a deductible of CA\$7,500 per occurrence. All coverage and waivers are subject to the express items of this rental contract and of the applicable motor vehicle insurance contract. All insurance coverage is null and void if the terms of the rental agreement are breached.

## 2. CDR - COLLISION DEDUCTIBLE REDUCTION AGREEMENT – Charge applies

- Minimum charge of 7 days applies regardless of rental duration
- Not available for rentals originating in Whitehorse between 01 November and 31 March

A collision damage reducer is available and provides the following benefits:

- Optional CDR Reduces the renter's responsibility for collision damages from CA\$7,500 to CA\$750 per occurrence. Exceptions are listed under clause #4 below.
- CDR will guarantee the renter a replacement vehicle when the renter's vehicle becomes inoperable due to damage, even if the renter is at fault (unless the damage is a direct result of negligence, misuse or violation of restrictions). The replacement vehicle will be delivered to a location agreed upon by FRASERWAY and the renter and will be dispatched within 24 hours from the time the renter notifies FRASERWAY that the renter's vehicle has become inoperable. Delivery will be limited to a province/state, which borders the province in which the renter took delivery of the renter's vehicle. Fraserway is not obliged to deliver Van Conversions, C-Large, C-XLarge, MH27-SW or A-30 motorhomes to the Yukon, Northwest Territories, Nunavut, Newfoundland, Labrador or Alaska. Any expenses for accommodation, food, etc. are the renter's responsibility, if damage is the renter's fault.
- Damages and deductibles are subject to applicable taxes.
- In case the CDR is not purchased, Fraserway reserves the right to block the full amount of the deductible on the renter's credit card (VISA, MC or AMEX).
- The following damages are covered under the CDR Reduction agreement with a deductible of \$750 – per occurrence (see exceptions under clause #4 below):
  - Motor vehicle accidents / Collision (including roof and underbody)
  - Hit and Run / Vandalism / Vehicle theft / Fire
  - Damage due to break ins
  - Tire damages, windshield damage and general glass damage
  - Impact with an animal
  - Damages caused by back-up manoeuvres
  - Damages caused as a result of a natural disaster (hail, floods, storms)
  - Damages to the interior of the, vehicle
  - Replacement cost for lost keys or keys locked inside the vehicle

### **3. CDW - COLLISION DEDUCTIBLE WAIVER AGREEMENT – charge applies**

- Minimum 7 days applies regardless of rental duration - in addition to CDR cost
- Not available for rentals originating in Whitehorse between 01 November and 31 March

CDW reduces the renter's responsibility for damages covered by the CDR agreement from CAD \$750 to zero. This agreement is only available in combination with the CDR agreement. The following damages are covered under CDW with \$0 – (ZERO) deductible. Exceptions are listed under clause #4 below.

- Motor vehicle accidents / Collision (including roof and underbody)
- Hit and Run / Vandalism / Vehicle theft / Fire
- Damage due to break ins
- Tire damages
- Windshield damage
- General glass damage
- Impact with an animal
- Damages caused by back-up manoeuvres
- Damages caused as a result of a natural disaster (hail, floods, storms)
- Damages to the interior of the vehicle
- Replacement cost for lost keys or keys locked inside the vehicle

### **4. EXCEPTIONS TO ALL COVERAGE**

All coverage agreements including CDR and CDW are null and void in the event of the following occurrences:

- Damage was caused as a result of negligence / willful damage
- Damages caused as a result of people using the vehicle without permission (not registered on the rental agreement)
- Failure to maintain proper fluid levels
- Damages caused by using the wrong fuel or wrong fluids
- Failure to maintain proper tire pressure
- Damage due to misuse of the brakes (overheating) and/or transmission or any other parts of the power train
- Damage due to violation of restricted travel areas (see Travel Restrictions)
- Damages caused by ignoring height restrictions and other road signs
- Driving under the influence of alcohol, drugs and/or other substances
- Damages caused as a result of driving on ice roads
- Damages caused as a result of the use of snow chains
- Result of vehicle malfunction or damage consequent of deliberate and/or willful damage caused by an undetermined person or persons, and in accordance with the Rental Agreement signed by the renter.

Charges for towing or recovery of a vehicle not arranged through Roadside Assistance (Ford / Dodge / Chevrolet) are not covered by CDR or CDW unless the renter can prove that contact with Ford / Dodge / Chevrolet was established and service was declined.

Theft, loss or damage of personal property and personal injuries are not insured.



## **5. SECURITY DEPOSIT**

A damage deposit equal to the amount of the insurance deductible (\$7500 or \$750) is required at the time of departure, authorising the amount on a major credit card (Visa, Mastercard or American Express). This also applies to rentals which include CDW.

In the event of an accident Fraserway will retain the security deposit until the motor vehicle insurance company determines liability for the accident. If the motor vehicle insurance company notifies Fraserway that the renter is not at fault, Fraserway agrees to reimburse the security deposit immediately after receiving notification from the motor vehicle insurance company.

## **6. EXCHANGE RATE VARIATIONS**

Fraserway cannot be held responsible for exchange rate variations while a security deposit is being held.

## **7. INSURANCE COVERAGE THROUGH A THIRD PARTY**

If the renter is covered for damages through a third party insurer, he/she agrees to pay Fraserway for all damages upon return. It is the renter's responsibility to re-claim the amount from his/her third party insurer. Fraserway will not claim the amount on the customer's behalf. It is the renter's responsibility to examine his/her own policy to ensure that all damages are covered.

## **8. REPORTING OF DAMAGES / ACCIDENTS**

Any damages and/or injuries involving a third party (vehicle, person and/or property) must be reported to the police immediately. All damages must be reported to Fraserway as soon as possible.

## **Travel Restrictions**

- Travel into Mexico is prohibited.
- Travel in Death Valley, California, is prohibited between June 1 and August 31.
- Non-public roads and off-road driving is prohibited at all times.
- Fraserway does not allow the vehicle to be left unattended by renter in the city of Montreal, Quebec, Ottawa and New York. Failure to do so will void the insurance coverage and make the renter liable in case of theft and/or damages.
- Travel to Newfoundland and Labrador is not recommended with C-XLarge or A-30 motorhomes.

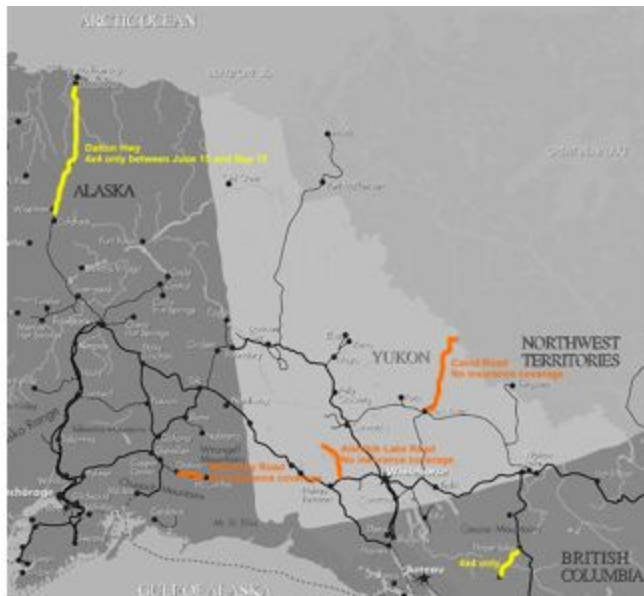
## Northern Travel

Travelling to the Yukon, NWT, Nunavut, Labrador, Newfoundland or Alaska (U.S.) is permitted when disclosed in advance.

### Restrictions are in place for the following Northern Roads:

Yukon	<ul style="list-style-type: none"> <li>* Canol Road, North of Ross River – no insurance coverage</li> <li>* Aishihik Lake Road – no insurance coverage</li> <li>* Road between Dease Lake and Telegraph Creek – allowed with 4x4 trucks only</li> </ul>
Alaska	<ul style="list-style-type: none"> <li>* Dalton Highway (Hwy 11), between Coldfoot and Prudhoe Bay (allowed with 4x4 trucks only between June 15th and September 15th)</li> <li>* McCarthy Road, between Chitina and McCarthy – no insurance coverage</li> </ul>

### Yukon/ Alaska road restrictions



FRASERWAY will not deliver Van Conversions, C-Large, C-XLarge, MH27-SW, or A-30 motorhomes to the Yukon, Northwest Territories, Nunavut, Labrador, Newfoundland or Alaska in case of accidents / breakdowns. We do not recommend travel to these areas with C-XLarge, A-30 or MH27SW motorhomes.

In the event of an accident, FRASERWAY will retain the security deposit until the motor vehicle insurance company determines liability for the accident. If the motor vehicle insurance company notifies FRASERWAY that the renter is not at fault, FRASERWAY agrees to reimburse the security deposit immediately after receiving notification from the motor vehicle insurance company.

Fraserway reserves the right to limit travel on any roads or road sections based on changing conditions. Terms regarding vehicle replacement in case of breakdowns or accidents which are outlined in our insurance conditions do not apply to the above mentioned roads.

# Rental Procedures

## Client/Driver Requirements

- Renter (contract signer) must be at least 21 years of age and in possession of valid identification (Driver's license, passport, etc.).
- Additional drivers must be present at pick up of the rental vehicle and sign the rental agreement.
- There is no charge for additional drivers.
- Authorized drivers must be at least 21 years of age with a valid driver's license and identification, and be listed on the rental agreement. There is no maximum age limit.
- The international driving permit (IDP) is a special license which allows motorists to drive internationally, when accompanied by a valid driver's licence from their country. Fraserway does not require an IDP, but recommends renters having one in case they get stopped by the police.
- A major credit card (no ATM/debit cards or prepaid credit cards) with available credit is required for the Security Deposit and all charges paid at the counter.
- The credit card must be issued to the signer or co-signer of the contract.

## Security Deposit

Clients are required to leave a CA\$750 security deposit at the time of departure. This also applies to rentals which include CDW. We require that the deposit be guaranteed by a credit card with sufficient credit balance to cover this amount (**major credit cards only Visa, Mastercard or American Express - no ATM/debit cards accepted**), cash rentals are not allowed. The security deposit guarantee is valid only for the duration of the rental contract and will not appear on the client's credit card statement; therefore, it will not necessitate a 'refund'. The security deposit capture is automatically released upon completion of the return contract provided that the rental vehicle is returned clean inside, undamaged and on time. In cases where the CDR Agreement is not purchased, Fraserway reserves the right to block the full amount of the deductible (\$7500) on the customer's credit card.

## Right to refuse service

Fraserway RV LP reserves the right to refuse service.

## Seatbelts

The number of passengers may not exceed the number of seatbelts while the vehicle is in motion.

## First Night Accommodation

- We strongly recommend that clients spend their first night in Canada in a hotel.
- No refunds are given for self-transfer.
- No transfers are provided for same day flight arrivals.

## Motorhome Takeover and Return Policies

### Pick up time

Vehicles may be collected at our rental locations from Monday to Saturday \* between 08:30 and 15:00 (on Sundays in selected locations until 13:00) (see below for special holiday closures).

Transfers are available until 13:00.

Depots are closed on Saturdays, 01 November – 31 March but will open on request.

### Day of departure

No refund if client picks up later than the booked day of departure.

### Return time - Fraserway RV

Monday to Saturday (and Sunday for the Vancouver location), between 08:30 and 12:00 noon, inspection ready.

### Return time - Four Seasons

Monday to Saturday, between 08:30 and 11:00, inspection ready.

Sufficient time should be allowed for packing suitcases and cleaning vehicles. Rental extensions (late returns) must have prior approval from Fraserway RV rentals. **Late returns are not allowed without Fraserway's permission. If the vehicle is returned late without Fraserway's permission, overtime hours are charged up to a maximum of 4 times the daily retail rate.**

### Early returns

No refunds given for rentals returned prior to the arranged drop off date.

### Hours of operation

	Vancouver	Calgary	Edmonton	Whitehorse	Toronto	Halifax	Abbotsford
Monday - Friday	8:30AM - 5PM	8:30AM - 5PM	8:30AM - 5PM	8:30AM - 5PM	8:30AM - 5PM	8:30AM - 5PM	8:30AM - 5PM
Saturday***	8:30AM - 4PM	8:30AM - 4PM	8:30AM - 4PM	8:30AM - 4PM	8:30AM - 4PM	8:30AM - 4PM	8:30AM - 4PM
Sunday	9AM - 3PM*	Closed	Closed	9AM - 5PM**	Closed	Closed	Closed

\* The Vancouver depot will be open on Sundays from May 28th – September 24th 2018.

\*\* The Whitehorse depot will be open on Sundays from June 1st – September 30th 2018

\*\*\* Saturdays between November 1st – March 31st on request

## Transfers

Fraserway RV Rentals offers free transfers to/from international airports, hotels in the vicinity of the airports, as well as hotels downtown.

*Note: No transfers provided after 1:00 p.m.*

**Customers must contact the rental location to arrange a shuttle transfer in advance (ideally 1 to 2 days prior to departure).** Seating on our shuttle buses will be scheduled on a first come first serve basis. To schedule a pick up customers must contact the pick up depot location.

### Standard Fleet Transfers

	Vancouver	Calgary	Edmonton	Toronto	Halifax	Whitehorse
Downtown Hotels	Yes*	Yes****	Yes	No	Yes ***	Yes
Airport Hotels	Yes	Yes	Yes	Yes	Yes	Yes
Airport	Yes	Yes	Yes	Yes	Yes	Yes
Ferry Terminal	No	No	N/A	No	No	No
Cruise Terminal	Yes**	No	N/A	No	No	No

\* Selected Vancouver hotels only please refer to Fraserway RV pick up information for full list.

\*\* Please note we provide transfers from the Canada Place Cruise terminal only. Customers who arrive at Ballantyne Pier must make their own way to Canada Place.

\*\*\* Selected Halifax hotels only please refer to Fraserway RV pick up information for full list.

\*\*\*\* Selected Calgary hotels only please refer to Fraserway RV pick up information for full list.

### Economy Fleet (Four Seasons) Transfers

	Calgary	Edmonton	Toronto	Halifax	Abbotsford*
Downtown Hotels	Yes***	Yes	No	Yes **	No
Airport Hotels	Yes	Yes	\$100	Yes	\$100
Airport	Yes	Yes	\$100	Yes	\$100
Ferry Terminal	No	N/A	No	No	No
Cruise Terminal	No	N/A	No	No	No

\* Pick-up point will be at Templeton Skytrain Station near YVR Airport. Take the Canada Line from Waterfront Station towards YVR Airport and exit at Templeton Station (approx. 20 minutes from Waterfront). The Four Seasons shuttle bus will pick up the clients at the 5- minute loading zone near the bus stops. Clients must phone Abbotsford in advance to arrange a pick up time (1-877-973-6878).

\*\* Selected Halifax hotels only please refer to Fraserway RV pick up information for full list.

\*\*\* Selected Calgary hotels only please refer to Fraserway RV pick up information for full list.

**All Fraserway RV Rentals offices are closed on the following statutory holidays in 2019:**

New Year's Day	January 01
Family Day	February 18 (British Columbia, Alberta & Ontario)
Good Friday	April 19
Victoria Day	May 20
Canada Day	July 01
Natal Day	August 05 (Nova Scotia)
Civic Holiday	August 05 (British Columbia & Ontario)
Labour Day	September 02
Thanksgiving	October 14
Remembrance Day	November 11
Christmas Day	December 25
Boxing Day	December 26

**Customer Orientation**

Clients will receive a full orientation of their motorhome, including client's maintenance and use responsibility. Orientation consists of the general concepts of motorhome use and safety tips, as well as a personal walk-around of motorhome with the client by a qualified instructor.

Operator manuals are provided for clients to take with them. Additionally, clients receive from the rental station location maps with directions to nearest supermarket and gas stations.

## Vehicle Support and Use

**Cleaning of Vehicles**

All vehicles must be clean inside when returned. This includes kitchen, bathroom and living areas. A charge of \$50 per hour for cleaning will be applied for those vehicles returned in an unsatisfactory state. Vehicle holding tanks requiring dumping by Fraserway staff will result in a \$35 service charge. Outside washing is not required, unless the check-in procedure cannot be performed due to dirt on the vehicle. We recommend that "Northern Travellers" wash the vehicle prior to returning it to the rental station to avoid potential delays upon check-in.

**Fuel**

The vehicles are provided to the renter with a full tank of gasoline (or diesel). The vehicle has to be returned with a full tank of fuel. If the renter does not refuel, the renter agrees to pay for having the vehicle refueled at a rate of \$3.00 per litre. Fuel costs are client's responsibility. No claims are

accepted as to fuel consumption. No claims are accepted as to fuel consumption if client is upgraded to a larger unit. Fuel consumption will vary according to where and how a vehicle is driven.

## **Groups**

Reservations of four or more vehicles travelling together are considered a group booking. For groups with more than 20 participants special coach transfer arrangements may have to be made. Cost of the coach transfer will be at the booking agent's expense.

## **Large Events**

The use of rental units for any large outdoor event may be subject to an additional deposit or surcharge. Vehicles for festivals and events must be explicitly requested at time of reservation. Example: for the Burning Man Festival a surcharge will apply. Failing to request at time of booking and travel without permission will result in a penalty of double the surcharge, void of all insurance coverage and responsibility for all costs involved (including, but not limited to, damage and cleaning).

## **Lost Items**

Fraserway RV is not responsible for items left in the motorhome after client's return and reserves the right to donate or dispose of them as it sees fit. Left items cannot be mailed to client.

## **Maintenance and Use Responsibility**

Client is responsible for routine maintenance while traveling (coolant, oil, tire pressure), as well as immediately reporting mechanical failures. Clients may be held responsible for mechanical damage due to negligence in operation and /or in performing normal maintenance. Tools for vehicle repair are not provided since clients are not authorized to make repairs.

## **Pick Up**

Vehicles can be collected at our rental stations from Monday to Saturday between 08:30 AM and 3:00 PM local time (on Sundays at selected stations). Transfers are available until 1:00 PM. Please note that we do not allow pick-ups on the same day of arrival on an overseas flight. It is required that the clients stay at a hotel for the first night.

## **Pets (Dogs only)**

On request only. A charge of \$100.00 per dog will apply.

## **Redistribution**

If the renter returns the vehicle to any location other than the location indicated on the rental contract, the renter agrees to pay regular rates plus applicable redistribution charge or towing charge.

## **Refunds / Repairs**

All replacement parts or repairs in excess of CA\$50 require prior authorisation from Fraserway RV. Please note that refunds can only be made upon presentation of a proper receipt. Malfunctions of the air-conditioning systems, microwave ovens, radios and cruise controls are not considered breakdowns and no compensation for inconvenience will be given however if repairs on such appliances are done on the road by a customer, the repair cost will be refunded.

## **Replacement vehicle**

Fraserway RV guarantees the renter a replacement vehicle when the renter's vehicle becomes un-driveable due to damage, even if the renter is at fault (unless the damage is a direct result of negligence, misuse or violation of restrictions), provided the client has purchased CDR coverage (see Insurances and other charges.). The replacement vehicle will be delivered to a location agreed upon by FRASERWAY and the renter and will be dispatched within 24 hours from the time the renter notifies FRASERWAY that the renter's vehicle has become un-driveable. Delivery will be limited to a province/state, which borders the province in which the renter took delivery of the renter's vehicle. Fraserway is not obliged to deliver Van Conversions, C- Large, C-XLarge, Adventurer 4, MH27-SW or A30 motorhomes to the Yukon, Northwest Territories, Nunavut and Alaska. Any expenses for accommodation, food, etc. are the renter's responsibility, if damage is the renter's fault.

## **Smoking**

Smoking is not allowed in any of our vehicles. Fraserway reserves the right to charge an additional cleaning fee of \$250.00 if a vehicle returns smelling of smoke.

## **Substitutions**

We make every effort to ensure that the vehicle reserved will be available. However, if due to unavoidable circumstances the reserved vehicle is not available, Fraserway reserves the right to substitute that vehicle with a vehicle of equal or greater value. Subsequent expenses (additional, ferry costs, gasoline, etc) are the sole responsibility of the renter.

NOTE: In the event that the customer decides that the reserved vehicle model is too large, Fraserway may offer a smaller vehicle if available. Fraserway will not charge for the vehicle exchange however no refunds will be given for the price difference between the two categories.

## **Suitcase Storage**

The Rental Depot offers free storage of luggage at owner's risk.

## **Traffic Violations, Parking Fines and Toll Charges**

The renter of the vehicle is fully responsible for all toll charges and any fines or other consequences resulting from violation of traffic regulations, parking orders or prohibitions, or any other laws or regulations, during the rental. As a courtesy, Fraserway will ensure that tickets and fines are paid in timely fashion if the renter provides the ticket and payment. For any tickets, fines or tolls that are processed after completion of the rental agreement, Fraserway reserves the right to charge an administration fee of up to \$25.00 in addition to the amount of the charges and/or fine and associated costs. All fees will be charged to the renter's credit card and the renter will be notified by e-mail or mail. Customers are encouraged to inform Fraserway of any potential toll charges or fines upon drop off to avoid the administration fee.

## **Trucks and Campers**

The camper may not be removed from the truck at any time. Insurance coverage is void for all damages incurred as a result of removing the camper from the truck.



## Emergency Contact

Before calling Roadside Assistance or Fraserway, please have the Fraserway contract and odometer reading at hand.

- Roadside Assistance (Ford, Dodge, Chevrolet) – For everything related to engine problems, towing, vehicle recovery, flat tyres and lockout service.
- Fraserway Breakdown Assistance – For all vehicle related emergencies which require immediate assistance (see hours below).
- KalTire 24-hour Emergency Road Service – For Tyre related problems after business hours (only if roadside assistance declines service).

	<b>Phone number</b>	<b>Monday – Friday</b>	<b>Saturday</b>	<b>Sunday and Statutory Holidays</b>
FRASERWAY ON ROAD SERVICE (Available 01May-15Oct)	1-866-535-6601	4:30 AM – 9 PM (Vancouver time)	4:30 AM – 9 PM (Vancouver time)	9:00 AM – 3 PM (Vancouver time)
Police / Ambulance	911	24 hours	24 hours	24 hours
Ford Roadside Assistance	Canada: 1-800-6-5-2006 USA - 1-800-241-3673	24 hours	24 hours	24 hours
Dodge Roadside Assistance	Canada: 1-800-3-3-4869 USA: 1-800-521-2779	24 hours	24 hours	24 hours
Chevrolet / GMC Roadside Assistance	Canada: 1-800-2-8-6800 USA: 1-800-243-8872	24 hours	24 hours	24 hours
KalTire 24-hour Assistance	Canada: 1-888-525-8473 USA: not available	24 hours	24 hours	24 hours

Please note these phone numbers are toll-free from a Canadian land line. Calls from a non-Canadian mobile phone may be charged a fee by the provider.

When calling Roadside Assistance:

1. You will first be asked to provide the vehicle's VIN number (Vehicle Identification Number).  
The VIN number can be found either on your contract, on the vehicle registration papers or on the dashboard of your vehicle close to the windshield (driver side).
2. You will be asked to provide the odometer reading of your vehicle
3. You will be asked to provide the exact location of your vehicle, street name, crossroad; provide as many details as possible.
4. It will be important that you mention to them that you are driving a motorhome. If you are renting a truck-camper, make sure you mention that there is a camper loaded onto the truck. The approximate length of the vehicle may also be important.
5. You will be asked to leave a contact number. If you have no access to a public phone and no cell phone reception, it is especially important that you describe as clearly as possible where the vehicle is located.
6. Roadside Assistance will then send a tow truck to your location as soon as possible. In remote locations this may take up to a few hours, however Roadside Assistance will usually provide you with an Estimated Time of Arrival.
7. Notify Fraserway; depending on the nature of the problem it will be decided whether a replacement vehicle will be dispatched or not.

## Winter Rentals

The following information is provided to all renters who are travelling during a time of the year where freezing temperatures are a risk. We kindly ask you to read these directions carefully and sign the document in acceptance.

### **Vehicles are winterized:**

Please note that all vehicles departing between October 01 – April 30 may be subject to winterization. The decision will be based on the temperatures and the Please note that all our vehicles are winterized as long as the temperatures are constantly below freezing. Therefore the vehicle will have NO water on board. You will have to supply external water jugs and the shower will not be usable. If you wish to use the toilet you will need to carry anti-freeze with you to ensure the liquids will not freeze in the tank. The same goes for the sinks (grey water). If you are planning on draining any liquids down the grey water tank please note: a cup of antifreeze will be required after each use to ensure no water is freezing in the p-trap and the tanks cannot be more than 50% full (leaving enough air for expansion in the event the contents freeze after all). As all public dump stations will be closed, a dumping fee of \$25 will be levied upon return if the grey- or black water tank have been used.

### **Batteries:**

Please be aware that batteries drain much faster in cold weather. The camper batteries are connected to several appliances and electrical systems in your camper and therefore have to be kept charged up at all times. In order to keep your batteries at a working level the vehicle needs to be plugged in to an electrical power outlet each night. Therefore please plan your trip accordingly and ensure that 110V plug-ins are available at your destination for the night.

**Furnace:**

One of the most important features in your camper during the winter months is your furnace. Your furnace is running on propane but the automatically connected ventilator for distributing the heat inside the camper is drawing its power from your batteries (a night without being plugged in while your furnace is running might drain your batteries enough to prevent them from functioning properly. Once batteries are depleted they will no longer accept charges and need to be connected to a special external charger for 5-6 days before they are able to hold any charge).

**Propane:**

Several appliances are running off your propane supply:

Stove top, oven (if applicable), refrigerator and as mentioned above – the furnace.

Supplied propane on board varies from 32l – 87l depending on the vehicle type and will likely not last for your entire trip (especially because the furnace will be drawing a lot of propane). Therefore another important point to implement into your planning stage for winter camping is possible locations to refill your propane supply along your planned route.

**IMPORTANT:** Propane transforms to a liquid state at approximately  $-42^{\circ}\text{C}$  ( $-44^{\circ}\text{F}$ ), which will render all propane-operated appliances inoperative. It is important to note that while driving, the wind chill may cause propane to cool down further below the actual outside temperature, and may therefore liquefy faster than expected.

**Engine Block Heater:**

Once temperatures drop below  $-20^{\circ}\text{C}$ , starting the engine may become more difficult. As these winter temperatures are common in several regions of Canada, all our vehicles are equipped with an engine block heater. A block heater warms the engine to increase the chances for the engine to start as well as warm up your vehicle faster than it normally would in extremely cold weather.

We will supply you with an extension cord at time of pick up to plug in your engine block heater whenever temperatures are falling below  $-20^{\circ}\text{C}$ , particularly when parked for a longer time period (i.e. overnight).

Your block heater is connected to a power cord routed through the vehicle's grill and needs four hours to warm up the engine before it is started.

**Generator:**

If your vehicle is equipped with a built-in generator, please bear in mind that generators may not start in cold temperatures and are therefore not a safe back up to rely on for producing 110V and recharging your camper batteries.

**Attention:**

If forecasted temperatures are below  $-35^{\circ}\text{C}$  we keep the right to cancel the booking for safety reasons (with a full refund of your rental cost). Extreme temperatures may cause a lack of pressure in the propane tank and may prevent your furnace and other appliances from working properly.

Customers will be asked to sign a form at the depot to acknowledge full responsibility for any damage to the domestic water system that is caused by freezing to the rented vehicle.

Upon return of the vehicle, the domestic water system will be thoroughly tested for leaks. The water test cannot be performed if any part of the water system is frozen. In this case the Renter's security deposit will be held until the water test can be performed and damages assessed. The Renter will be required to pay any such damage prior to receiving a refund of the security deposit.

This is an appendix to our Terms and Conditions and as such is part of the Rental Agreement. All of our other terms and conditions apply.

## Customer Relations

Customer relations issues should be addressed where possible with the Fraserway RV rental depot at the beginning or end of your stay. Should any matter remain unresolved, issues should be addressed with the Fraserway RV UK / European Office no later than 30 days after your return to the UK.

### **UK / EUROPEAN SALES AND RESERVATION CENTRE**

Tel: +44 (0)1483 500003

Email: [res@fraserway.co.uk](mailto:res@fraserway.co.uk)

5 Bramley Business Centre, Station Road, Bramley, Surrey, GU5 0AZ, UK

All details subject to change without notice

# Amendments & Cancellations

## Amendments

Any amendment to the booking arrangements, either travel dates, duration or vehicle size will require a service fee of £30 / \$50 / €30 plus tax. We reserve the right to make a revised costing and your booking may be subject to a cancellation and new booking process and therefore incur the appropriate cancellation charges.

In the event of a date change, the new travel dates must fall within the same calendar year. Moving the rental date to the following calendar year will be treated as a cancellation and will be subject to fees.

The cancellation fee applied will be based on the originally requested travel dates.

## Cancellations

For all cancellations the following charges will apply:-

- For cancellations made 60 days or more prior to departure – 15% of total cost \*
- For cancellations made 59 to 31 days prior to departure - 30% of total cost \*
- For cancellations made 30 to 15 days prior to departure - 85% of total cost \*
- For cancellations made 14 to 0 days prior to departure - 100% of rental charges
- For cancellations made on departure day and for no shows the full cost of the rental will be charged.

**One way rentals will always incur an additional charge, see booking confirmation for details**

\*Minimum charges apply, please refer to booking confirmation / invoice for further details

## Cancellation of Special and Group Reservations

Please see confirmation invoice.

Fraserway shall assume no liability whatsoever in the event a booking is cancelled, rescheduled, changed, postponed or interrupted due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the rental impracticable, illegal or impossible.